

Received & Inspected
JUN 29 2012
FCC Mail Room

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Shenandoah Telephone Company	VA	190250
Shenandoah Telephone Company - NR	VA	197251

(If necessary, attach a separate list of additional study areas and check this box.)

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10-1000000-0
11-1000000-0

Signed,



[Signature of Corporate Officer]

Date:

6/27/12

Ann Flowers

[Printed Name of Corporate Officer]

General Counsel, VP-Legal

[Title of Corporate Officer]

Carrier's Name Shenandoah Telephone Company

Carrier's Address P.O. Box 459

Carrier's Telephone Number (540) 984-4141